



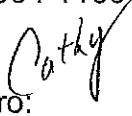
STATE OF WASHINGTON

DEPARTMENT OF VETERANS AFFAIRS

1102 Quince Street, PO Box 41150 • Olympia, Washington 98504-1150 • (360) 753-5586

August 20, 2009

Cathy Canorro
Office of Minority & Women's Business Enterprises
406 South Water
PO Box 41160
Olympia WA 98504-1160

Dear Ms. Canorro: 

The Washington State Department of Veterans Affairs is pleased to submit our 2009 Supplier Diversity Plan reaffirming our intent to increase contract and procurement spending with veteran and/or disabled veteran, minority and women-owned businesses.

As you know, one of my agency's strategic objectives is to provide veterans and disabled veterans with the assistance needed to gain employment or pursue business ownership. Our Governor and State Legislature have made significant financial investments in this area for current war veterans, and we are extremely interested in working with you to ensure our state systems are capable of tracking this vital information.

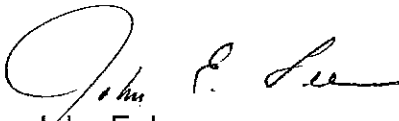
As an illustration, WDVA has a total of 93 client service, personal service contracts. Of those, 45 contracts are with non-certified veteran/disabled veteran, minority or women-owned businesses. This means that 76% (or \$4,879,473.00) of our professional services spending is not accounted for with OMWBE.

As an agency committed to diversity in contracting, it is our hope that new tracking mechanisms will be developed as part of the **Roadmap Business Initiatives** providing state agencies with one enterprise system.

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I look forward to partnering with you to ensure that contracting opportunities are not only available, but that we have the ability to monitor their involvement through the Office of Minority and Women Owned Businesses.

Sincerely,



John E. Lee
Director

cc: Gary A. Condra

Washington State Department of Veterans Affairs

Supplier Diversity Plan

1. Statement of Commitment:

Washington State Department of Veterans Affairs (WDVA) is committed to providing contracting opportunities to qualified veteran, minority, women and other disadvantaged individual businesses in partnership with the Office of Minority and Women Owned Businesses (OMWBE).

2. WDVA's Mission Statement for the Supplier Diversity Plan:

WDVA reaffirms our intent to increase contract and procurement spending with veteran and/or disabled veteran, minority and women-owned businesses, using existing laws and regulations through a process that is cost effective, fair, and accessible to all businesses.

3. Goals of the Supplier Diversity Plan:

- A. Every effort will be made to provide opportunities to veteran and/or disabled veteran, minority and women-owned businesses to compete for all Client Service, Personal Service or Purchased Service contracts.
- B. Every effort will be made to partner with OMWBE for outreach, education and training to current contractors on the benefits of becoming certified vendors with the OMWBE.

4. Agency Implementation Contact Information:

The Chief Financial Officer is designated as the Veterans & MWBE Program Manager, and has general responsibility for taking action as necessary to achieve these annual goals and is authorized to set individual annual goals for each contracting specialist, supply officer and others having contracting and expenditure authority. The Contract Manager will serve as the liaison with OMWBE.

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Tish Greenfield, Procurement and Supply Specialist 3
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5. Strategic Approach:

- A. All RFP's and RFQ shall be posted on WEBS an online internet vendor registration and bid notification system.
- B. Attend National Guard Family Activity Days to network with Veterans
- C. Attend Veteran's Information and Assistance Fairs
- D. Attend Job Fairs to network for Veterans/Disabled Veteran owned business
- E. Partner with OMWBE to have annual outreach meetings at the Veterans Homes on benefits of registering with OMWBE.
- F. Encourage the many contractors who provide services to WDVA who meet the eligibility criteria to obtain OMWBE certification so they can be officially counted.
- G. Develop a Contract Web Page on the external internet to provide vendors information on how to register for WEBS, an online internet vendor registration and bid notification system. WDVA uses WEBS for all bidding opportunities for Client Service Contracts and Personal Service Contracts.
- H. Provide link of external website to OMWBE
- I. Directly solicit OMWBE firms for each bidding opportunity
- J. Search OMWBE website for availability of M/W Firms
- K. Contact OMWBE Liaison to find M/W Firms
- L. Provide feedback directly to OMWBE after bidding results have been received as to whether or not OMWBE firms have submitted bids.
- M. Encourage and work with OMWBE to track veteran owned business within their client base. One of the agency's strategic objectives is to provide veterans and disabled veterans with the assistance needed to gain employment or pursue business ownership. The state has made significant investments in the arena for current war veterans and the current system does not track this vital information. (See Attachment.)

6. Barriers to Participation:

Managers and supervisors at all levels are specifically charged to avoid adding any procedures; such as pre-qualification, bonding, experience requirements and bid consolidation; that could serve as barriers to veteran/disabled veteran or MWBE participation.

Minority and women owned business sometimes do not provide competitive bids while the agencies are looking for the most reasonably priced product or service.

There are no mandates or set asides for minority, women and veteran owned businesses. The Federal Government has public laws in place that touch on this subject particularly for disabled veteran owned businesses.

OMWBE does not account for non members who are minority or women already doing business with WDVA and other state agencies. If this was to take place, we know that there are many more minority, women and veteran owned businesses than what is currently being reported. (See attachment)

7. Annual Goal for Participation by Veteran and/Or Disabled Veteran, Minority and Women-Owned Businesses for the Next Year.

WDVA will attempt to increase participation with veteran/disabled veterans by not less than three Percent (3%), MBE participation by not less than three percent (3%), and WBE participation by not less than three percent annually.

	Veterans/Disabled Veterans	MBE	WBE
	3%	3%	3%
Purchased Goods			
Purchased Services			
Professional Services			
Construction/Public Works			
Architect/Engineering			
Total	3%	3%	3%

8. Reporting Subcontractor Tier 2:

A. DVA will track subcontractor's (tier 2) reporting requirements by using the Contract Management and Tracking System (CMATS).

- ☐ WDVA has significant concerns with the double entry of Field Orders in CMATS in order to track participation levels. This will require additional expenditure of resources and possible errors in reporting using two systems. The tracking mechanism for OMWBE should be included in the *Roadmap Business Initiatives* for state agencies to have one enterprise system using best practices and tools and capturing performance requirements in a seamless process.

B. DVA will monitor and ensure accuracy in reporting expenditures to OMWBE using CMATS.

C. Subcontractor (Tier 2) Report will be sent to OMWBE annually.

9. Monitoring Participation Progress:

WDVA shall monitor the progress of participation quarterly and adjust its strategy as necessary to fulfill the agency's goal. A progress report will be provided to the Director containing actual procurement data versus the supplier diversity goals outlined in this plan. The Progress Report is attached as Enclosure 1 to this plan.

10. Complaint Resolution:

Any complaints received by OMWBE concerning WDVA's contracts and procedures are to be forwarded to us for resolution. OMWBE will provide technical assistance and program guidance. Complaints received by WDVA concerning MWBE shall be shared with OMWBE.

ENSLOSURE 1 – PROGRESS REPORT

PROCUREMENTS SOLICITED:	
TOTAL DOLLAR AMOUNT	\$
VETERAN OWNED BUSINESS	\$
DISABLED VETERAN OWNED BUSINESS	\$
MBE GOAL	\$
WBE GOAL	\$
CONTRACTS AWARDED:	
TOTAL DOLLAR AMOUNT	\$
VETERAN OWNED BUSINESS	\$
DISABLED VETERAN OWNED BUSINESS	\$
MBE GOAL	\$
WBE GOAL	\$
DEPARTMENTAL EXPENDITURES	
TOTAL DOLLAR AMOUNT	\$
VETERAN OWNED BUSINESS	\$
DISABLED VETERAN OWNED BUSINESS	\$
MBE GOAL	\$
WBE GOAL	\$

Efforts made to enhance participation.

Barriers identified:

WDVA VETERAN/MINORITY/WOMEN CONTRACTORS NOT CERTIFIED
Contracts Awarded for 2009/2011

CONTRACTOR NAME	TYPE	SERVICES PROVIDED	DOLLAR AMOUNT	MINORITY/WOMEN/VETERAN
Teresa Trimm	Personal Srv	Statistical analysis	\$ 67,200.00	Women Veteran
Nancy Rider	Client Srv	Mental Health Services	\$ 24,000.00	Women
Helena Lively	Client Srv	Barber Services	\$ -	Women
D & G's Kitchen	Client Srv	Snack Bar	\$ -	Women
Judy White	Client Srv	Organist	\$ 8,912.00	Women
Barbara Stone	Client Srv	Musical Therapy	\$ 17,472.00	Women
Margaret Conley	Client Srv	ARNP	\$ 167,000.00	Women
Morgan Bonaguidi	Client Srv	Beauty Services	\$ -	Women
Georgene Smith	Client Srv	Resident Activities	\$ 18,700.00	Women
Judy White	Client Srv	Organist	\$ 8,912.00	Women
Med-Core	Client Srv	Oxygen and Services	\$ 450,000.00	Women
Sherrie Leslie	Client Srv	Beauty/Barber Services	\$ -	Women
Acupuncture & Pain Mgmt	Client Srv	Acupuncture Services	\$ 10,000.00	Veteran
Compass Health	Client Srv	PTSD Counseling	\$ 8,000.00	Disabled Veteran
Emmett Early, Ph.D	Client Srv	PTSD Counseling	\$ 5,500.00	Veteran
Stephen Riggins, M.Ed., LMHC	Client Srv	PTSD Counseling	\$ 26,000.00	African American Veteran
James H. Sullivan Ph.D.	Client Srv	PTSD Counseling	\$ 34,000.00	Veteran
Brian Morgan, M.S., CSOTP	Client Srv	PTSD Counseling	\$ 15,000.00	Disabled Veteran
Akers Counseling	Client Srv	PTSD Counseling	\$ 38,500.00	Women / Disabled Veteran
Dwight Randolph, M.A., LMHC	Client Srv	PTSD Counseling	\$ 72,000.00	African American Veteran
Diane A Nakamura, PhD	Client Srv	PTSD Counseling	\$ 26,000.00	Women
Sarah J. Getman, M.A. LMHC	Client Srv	PTSD Counseling	\$ 35,000.00	Women
Peter Schmidt, Psy.D.	Client Srv	PTSD Counseling	\$ 21,000.00	Veteran
River Valley Counseling	Client Srv	PTSD Counseling	\$ 10,000.00	Women
BrainChild NW	Client Srv	PTSD Counseling	\$ 20,000.00	Veteran
Cherry Valley	Client Srv	PTSD Counseling	\$ 16,000.00	Women
Valley Cities	Client Srv	PTSD Counseling	\$ 20,000.00	Disabled Veteran
Terry O'Neil	Client Srv	PTSD Counseling	\$ 16,000.00	Women
NE WA Family Counseling	Client Srv	PTSD Counseling		Disabled Veteran
Penninsula CMHC	Client Srv	PTSD Counseling	\$ 12,000.00	Disabled Veteran
Mental Health Professionals	Client Srv	PTSD Counseling		Disabled Veteran
Dorothy Hanson	Client Srv	PTSD Counseling	\$ 55,000.00	Women Disabled Veteran

Cantrell Counseling	Client Srv	PTSD Counseling	\$	50,000.00	Women Native American
Edward P. Bowen	Client Srv	VCC Coordinator	\$	15,500.00	Veteran
Barry Lee Lawrence	Client Srv	VCC Coordinator	\$	21,000.00	Veteran
Seth Maier	Client Srv	VCC Coordinator	\$	48,500.00	Veteran
Jeremy Grisham	Client Srv	VCC Coordinator	\$	47,500.00	Veteran
Doug Robberson	Client Srv	VCC Coordinator	\$	15,100.00	Veteran
Donald D Graham	Client Srv	VCC Coordinator	\$	17,500.00	Veteran
Ed Bailey Bldg & Design	Client Srv	VCC Coordinator	\$	19,900.00	Veteran
N Olympic Veterans Advisory	Client Srv	VCC Coordinator	\$	47,500.00	Veteran
Thomas Bougher	Client Srv	VCC Coordinator	\$	17,500.00	Veteran
James Pace	Client Srv	Service Officer	\$	12,000.00	Disabled Veteran
Fred Kogin	Client Srv	Service Officer	\$	9,288.00	Disabled Veteran
John Waterbrook	Client Srv	Service Officer	\$	31,950.00	Disabled Veteran
TOTAL			\$	1,555,434.00	
**TOTAL WDVACONTRACTS	93	\$6,434,907.09			
TOTAL VET/MIN/WOMEN NOT CERTIFIED		\$1,555,434.00		24.17%	
** Non WDVIA Intergovernmental					
ProTeam Janitorial	Purchase Srv	Janitorial Services	\$	68,000.00	WBE Certified